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## The Effect of Officer Guidance in Human Resources Quality Performance

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**Abstract:**

*This research aim canvasses, discover, realize about official construction influence and quality SDM towards official performance in Tourism Ministry.*

*Research design that used in Research survey explanatory while sample determination technique uses Random Sampling Area. Big sample in this watchfulness 70 person reside in Tourism Ministries. Data collecting technique that done to pass admission filling questionnaires.*

*In this Research there are two variable groups, that is independent (influence variable) and variable independent (variable influenced). Independent variable (influence variable) consists of official construction and quality Human Resources while variable dependent (variable influenced) official performance. But such in this Research also try to see official construction influence correlation and quality Human Resources towards official performance.*

*To measures between Research variable is used statistic parametric as a means of help testing, while to explain direct consequence and not direct from variable used path analysis (stripe analysis).*

*In Research result found official construction influence and quality Human Resources towards official performance at tourism ministry as big as 72,3%. Official construction influence magnitude directly towards official performance as big as 35,6% that pass quality connection Human Resources as big as 7,5% so that official construction total influence magnitude towards official performance 43,1%.*

*Big quality influence Human Resources directly towards official performance 92,5% that pass official construction connection 7,5% so that official quality total influence magnitude towards official performance 100%.*

## **1. Introduction**

Coaching can encourage quality work or coaching is an important means to achieve the quality of work of personnel in the organization. The process towards this direction is closely related to the development of apparatuses, the process of transformation into an effective power apparatus potential to achieve certain goals.

Performance and good coaching is the most important organizational function and a benchmark to measure or determine whether the functions of the apparatus work quality improvement has done well or not. Implementation of leadership and discipline implemented by organizations proportionate and targeted for the direction of the apparatus, is expected to improve the quality of work of personnel and intellectual abilities and skills possessed apparatus in its operation can be improved, so that the apparatus can carry out its work more effectively and efficiently. That's the purpose of the implementation of coaching.

Good coaching from the organization, it will facilitate the achievement of the set objectives. Conversely apparatus that has leadership and low-quality work certainly would be difficult to achieve results that are owned by the apparatus is not favorable when the apparatus through difficulties in the work and tend to give up rather than resolve the difficulty. It would be different if the apparatus has the leadership and high-quality work, the apparatus will strive to overcome difficulties in the work and do not easily give in overcoming these hardships.

Governmental organizations in their work to achieve its objectives, it is determined by the role of all components of staff involved in the dynamics of the organization. Overall employee is required to play an active role and professionals to improve the effectiveness of its work. Discipline is not enough to improve the quality of services, but also need to be supported with funding and infrastructure, because without the funding and infrastructure that will not run.

All of them cannot be separated from human resources that can be viewed from two aspects namely quantity and quality (Thalassinou *et al.*, 2011; Breckova and Havlicek, 2013). Quantity of human resources without being accompanied by a good quality will be the burden of developing an organization. Quality concerns about the ability of human resources, in the form of non-physical ability and physical ability. Non-physical ability (intelligence, skill and mental) is influenced acceleration (acceleration) the development of an organization. Therefore, improving the quality of human resources is a key requirement in the development efforts of the organization (Giannakopoulou *et al.*, 2016; Sultanova and Chechina, 2016).

Performance is a staffing which largely depends on the ability of employees and to improve things well in the form of goods or services, because the capabilities to

produce it depends on the leadership of the organization. Increasing the performance of employees is the main way to improve the human dignity of a very poor state toward the prosperity that much better (Ivanova and Bikeeva, 2016). From the problems described above, the authors determined to conduct in-depth study of the problem depends hereinafter referred variable.

## **2. Formulation of the problem**

Based on the restriction of the above problems, the problems in this study the researchers to formulate the problem as follows:

1. Is there an employee coaching influence the performance of employees in the Ministry of Tourism?
2. Is there any influence on employee performance quality of human resources in the Ministry of Tourism?
3. Is there any influence of employee development and human resource quality together the performance of employees in the Ministry of Tourism?

### **2.1 Purpose and objectives**

The purpose of this paper is to describe the development of employees, the quality of human resources and employee performance. While the goal is:

1. To find coaching employees on the performance of employees in the Ministry of Tourism.
2. To determine the quality of human resources to the performance of employees in the Ministry of Tourism.
3. To determine the quality of human resources and employee training together on the performance of employees in the Ministry of Tourism.

### **2.2 Theoretical review**

#### **1. Development Officer**

Employee coaching is all effort and goal planning, organizing, use and maintenance of apparatus for the organization able to carry out tasks effectively and efficiently. Coaching is done with the aim to produce quality and qualified personnel are efficient and effective, are carried out systematically and exploiting the potential of and competence in accordance with the needs of the organization.

Employee development is often interpreted by the effort to improve the skills and general knowledge to achieve organizational goals more efficiently. In this case the construction is intended in the broad sense, so it is not limited only to the efforts to develop the skills and guidance. Work carried out by a person to achieve the highest level of maturity and development objectives. This objective can be achieved by well if employees have the skills and competencies that can support the achievement of these objectives. This can be done through the coaching program.

Some understanding of coaching according to some experts is as follows:

1. According to Peorwadarmita (2007) is one business coaching, action and cultural activities carried out and effective fatherly obtain better results.
2. According to Thoha (2007) coaching is a process, results or questions for the better, in this case embodies the change, progress, improvement, growth, evaluation or various possibilities for something.
3. According to Widjaja (2005) coaching is a process or development that includes the sequence of understanding, beginning with the founding, in need, maintain such growth accompanied by efforts to improve, enhance and develop it. Procedures designed coaching and choose events that correspond to target children, so that the objectives to be achieved focus. Coaching involves planning, organizing, financing, coordination, implementation, and monitoring a job to achieve maximum results. Coaching is defined as an attempt to organize the appropriate conditions.

From the definition of coaching the above, it is clear to us the purpose of development itself and the guidance boils down to a change towards a better than ever, beginning with planning, organizing, financing, coordination, implementation, and monitoring a job to achieve the goal with better results or development activities as a management functions. Meanwhile, according to the characteristics of coaching Mappa (2000) are:

- a. Work carried out by a person to achieve the highest level of maturity and development objectives.
- b. Coaching procedures are designed so that the objectives to be achieved focus.
- c. Coaching as a regulator of the learning process should be designing and selecting events that correspond to target children.
- d. Coaching is defined as an attempt to organize the appropriate conditions.

In a broader perspective, we can say that coaching is basically a part of human resource management, which is how to provide treatment (treatment) of the existing human resources to fit and directed to the achievement of organizational goals. Results are used for the benefit of coaching programs in achieving their goal of human resource management is to improve the performance of existing human resources within the organization.

According to Soekidjo Notoatmojo (2003) coaching is part of a process of education that aim to improve the competency or specific skills a person or group of persons. Moekijat (2002) argues: *"Guidance is intended to improve the mastery of various skills and techniques specific work practices, detailed and routine". From the above definition can be concluded that: "Coaching is an activity to improve a person's skills and competencies and support personnel work in understanding the practical knowledge and apply it to improve, skills, skills and attitudes necessary by the organization to achieve objectives "*.

### **2.3 Human Resources Quality**

In Hadayana's translation of Robbins (2003) says that the quality is closely related to the satisfaction of those who receive these services, the higher the satisfaction of the individual, the higher the quality of service. This definition is more likely to assess the quality of service of the dimensions of the result. In other words, the service provided, regardless of the occurrence of such services. Though good results obtained from the process are basically good. Or if this expression is reversed, then the process either by itself will produce good results. The quality of human resources as the goal of human resource management both in terms of physical quality, quality, knowledge, skills, morale, discipline and welfare quality so that it can perform the task well and can provide excellent service to the community.

Furthermore, Taliziduhu Ndraha (2000), says that the quality possessed by employees / staff in the organization are:

- a. Being able to provide encouragement and special attention on the vision, the objectives are clearly focused on the organization of the public. Providing motivation to employees is a device driver that caused an employee feels compelled to perform an activity (in this case the question is encouragement / motivation in a positive sense to give something that is best in the workers). By giving encouragement / motivation is right, then the employees will be encouraged to do as much as possible in carrying out their duties because they believed that the success of the organization to achieve goals and objectives, as well as personal interests of its members to be maintained anyway. The higher the motivation of an employee, the more quickly and sincerely will learn some new skills and knowledge so as to produce a productive employee. Motivation in improving the quality of employees should relate to the vision, goals and objectives to be achieved by the organization, which is clearly focused on the best service.
- b. Having a manner consistent with the values of the organization that may influence the decision and personal prospects. In a sense the efforts towards the creation of the quality of employees is intact, it should be seen from the attitude of employees because the attitude is the starting point determinant in thinking and doing certain activities in the workplace.
- c. Openly about the commitment that included employee empowerment, lack of mutual trust and mutual attention to the development of identity in the process of improvement through continuous learning.
- d. Attitude and able to work and learn effectively in a team at the same time. Work carried out effectively is a job that can be completed on time in accordance with a predetermined time. So that work can be done effectively require the collaboration / team to solve the kinds of internal problems of the organization.
- e. Facing a good attitude in the face of obstacles and temptations that arise. Good attitude of the employees who can face the obstacles that arise indispensable to

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acquire the ability to survive from all kinds of trials, the suffering and challenges of both physical and spiritual.

Human resource issues can be viewed from two aspects: quantity and quality. Quantities concerning human resources. While the two aspects of quality concerns also the physical aspects (physical qualities) and non-physical aspects (quality nonphysical) namely concerning the ability of working, thinking and other skills. This aspect cannot be said as a support when its existence was not developed as a force that is able to contribute in improving organizational performance. As an example of an organization that has the quality of human resources is good or members of Aceh was good, but the execution of works is not developed and only glued to the rules or desires of leadership, the quality of human resources that has not will have value maximum contribution to the performance of the organization, because their work was limited to carrying out the tasks given organization and does not seek to develop and exploit the potential possessed by these employees to further increase productivity in order to obtain a good result or quality for the organization.

To gain a competitive requires a quality improvement strategy. Key practices of human resource management according to Simamora (2001) are:

- a. The job description is relatively fixed and spelled out explicitly.
- b. The level of employee participation in decisions relevant to the working conditions and the work itself.
- c. Mix the criteria for the assessment of individual and group work had to be short-lived and space oriented results.
- d. Uniformity of treatment for employees and employee safety assurance.
- e. Employee training and development and continuous existence.

Human resources development undertaken to optimize an organization's human assets in achieving the goals, at least has two strategic significance, namely:

- a. To meet the needs of embedded development for employees, which means it is part of efforts to increase job satisfaction.
- b. Organizations need qualified employees, which is always able to cope with any problems and the anticipation against any development environment, to consistently ensure the achievement of the goals set.

The steps that must be done in implementing human resource development, as proposed Bambang Wahyudi (2001) that the activities of human resource development begin by assessing the performance of everyone in the organization, so it will be known for certain quality of human resources possessed a certain period. With the work performance assessment will be known the possibility of human resource development is concerned in education and training programs, as well as through a career development program.

### **3. Employee Performance**

Performance is an activity and refine them in accordance with his responsibilities with the expected results. Meanwhile, the performance as a noun means the thing done "(a result which has been done). Basing on the notion of performance, it can be concluded that the notion of performance that is a work that can be achieved by a person or group of people within an organization, in accordance with the authority and responsibilities of each, to achieve the objectives of the organization in question legally, does not violate law and in accordance with moral and ethical (Widodo, 2005).

According to Suryadi Prawirosentono (2003) performance is: The work that can be created by a person or group of people within an organization, in accordance with the authority and responsibilities of each, to achieve the main priority is the purpose of the organization concerned as expected, did not breaking the law and in accordance with moral and ethical. Widodo (2005) defines performance as follows: The work that can be created by a person or group of people within an organization, in accordance with the authority and responsibilities of each, to achieve the main priority is the purpose of the organization concerned as expected, did not breaking the law and in accordance with moral and ethical.

Of these restrictions the definition of performance is the result achieved by a person under the measure applies to jobs that apply to the job in question. The success rate of a person in carrying out his job duties is called the level of performance. People whose level of performance is high is said to be productive, while those who do not achieve the level of performance standard called unproductive or lower its performance. Different individual's performance because of the different situations and work between a person with another person can also be different, due to differences in the characteristics of everyone.

Soeprihanto (2001) says that the performance of work in the organization is the primary responsibility of a manager, which helps managers work to perform better. Performance appraisals are conducted to tell management what to expect work to build a better understanding of each other. Work is in much better position to determine an individual's progress toward a higher level of performance when the work involved in writing the performance standards for future performance as well as the use of measures that have been mutually agreed upon by the management of the organization.

Bambang Tri Cahyono (2000) argues that the image quality on the performance contains information useful government agencies, among others:

- a. Encourage government agencies to complete common tasks of governance and development is good and right (good government) based on the legislation in force, the wisdom that is transparent and accountable to the public.
- b. Make government agencies accountable, so it can operate in an efficient, effective and responsive to the aspirations of the people and the environment.

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c. Making input and feedback to the parties concerned to improve the performance of government agencies.

Buchari Zainun (2004) reveals that the increase in the performance of work is intended for various purposes, such as:

- a. Prepare someone to time given the task not know specifically what the task with the expectation would be able to carry it out.
- b. Improve the condition of someone who has been given the task and are facing certain tasks that feel there is a shortage in him to be able to develop the job properly.
- c. Prepare a person to be given a specific task that is on terms that are heavier than the task at hand now.
- d. Equips a person with any matters that may arise around his duties, which directly or indirectly affect the performance of its duties.
- e. Adjusting someone on the tasks that are changing because of the changing requirements for discharge of duties or job doing it in part or whole.
- f. Adding to the belief and confidence to someone that he was the one that really suited to the task that is being assigned.
- g. Increases authority subordinate or someone from the view of others, both peers and the relationships.

According to Prawirosentono (2003) factors that affect performance are:

### ***1. Quantity***

The success of a unit of work in conducting highly dependent on the results of activities of some other work units. The existence of this dependence will be an obstacle to the successful implementation of the activities or even can, cause clashes or duplication of activities. Other negative things that might also be posed is the attitude of the person or organization unit which holds that it is not uncommon organizational unit that has a variety of activities but is expected on limited resources.

### ***2. Quality***

Quality work is the totality of characteristics that support the ability of the apparatus that can create not only innovative value-generative competitive with the highest energy use such as Intelligence, Creativity and Imagination.

## **4. Discussion**

Referring to the results of the analysis of the influence of the coaching staff and the quality of human resources together to employee performance, it is necessary to discuss the existence of each variable as follows:

### ***1. Effect on Performance Coaching employee's***



The value of the correlation coefficient (R) variable employee development (X1) with employee performance (X1) is 0.803. the relationship between coaching an employee with the performance of employees is 64.4%. This relationship suggests very strongly because it is between 0.800 to 1.000, which means that when coaching employees increases, the performance of employees also increased, or vice versa. From the results of calculations, the value of t by 4729, while ttable in a (0:05) of 2,000. Thus  $t (4729) > t \text{ table } (2.000)$ , making it clear that  $H_0$  refused and  $H_a$  accepted. This shows that coaching employees (X1) has a significant influence on employee performance (Y) at the Ministry of Tourism.

## **2. HR Quality Performance Against employee**

The value of the correlation coefficient (R) variable quality of human resources (X2) with employee performance (Y) is 0.962. means the closeness of influence between the quality of human resources with the performance of employees is 92.5%. This indicates a very strong influence because it is between 0.800 to 1.000, which means that if the quality of human resources also increases the performance of employees increased or vice versa. From the research calculations, the value of t is 6195 while from the theory for significance level  $\alpha$  (0.05) the value of t is about 2,000. Thus  $t (6195) > t \text{ table } (2.000)$ , making it clear that  $H_0$  refused, and  $H_a$  accepted. This indicates that the quality of human resources employee (X2) has a significant influence on employee performance (Y) at the Ministry of Tourism.

## **3. Effect on the Quality of Human Resources Development Employees Together Against employee performance**

The value of the multiple correlation coefficient (R) = 0.850, which means servant relationship coaching variable (X1) and the quality of human resources (X2) with employee performance dependent variable (Y) showed a positive relationship. While the magnitude of the coefficient of determination or R Square of 0.723 which is squaring the correlation coefficient. It showed 72.3% variable employee performance is determined by variable factors of motivation and quality of human resources, while the remaining 27.7% is determined other factors, which in this study cannot be investigated. From the results of calculations using computer assistance, the obtained value of F 19,529. While the critical value F table value with 2 degrees of freedom numerator and denominator 70 for significance level  $\alpha$  (0.05) is 3,14. Thus,  $F \text{ Calculated } (19,529) > F \text{ table } (3,13)$ , so  $H_0$  is refused, and  $H_a$  is accepted. This shows that together coaching staff and the quality of human resources significantly influence employee performance at the Ministry of Tourism.

## **5. Conclusion and Recommendations**

Based on the analysis and discussion of the Employee Development, Human Resources Quality and Performance Officer, it can be concluded that the guidance is generally interpreted as an attempt to members direction and guidance to achieve a certain goal. In training development strategy known trilogy exercise their work as follows:

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- 1) Exercise should work in accordance with the needs of the labor market and employment.
- 2) Exercise should always cutting-edge work in accordance with the development of science and technology.
- 3) Exercise of work is an activity that is integrated in the sense of connection with the process of education, training and the development of one another. The quality of human resources is an important component in any development movement. Only of qualified human resources to accelerate the higher the development of the nation. A large population, if not followed with adequate quality, will only be a burden development. Quality is a state resident population either individually or in groups based on the level of progress that has been achieved. Three main factors deciding HDI (Human Development Index) developed by UNDP (United Nations Development Programs) are:

1. Education;
2. Health;
3. Economy.

Human resource development can be interpreted as an attempt to prepare people both as individuals and as members of the public with any position. This means that the effort was not limited to the development of physical ability but also the mental ability to support a culture. Thus, the development of human resources that should be able to prepare the physical skills of a person so that he can meet the needs of his own life as well as their dependents. Improving the performance of employees is a major concern of each company / organization in carrying out its business activities. Employees with satisfactory performance is a valuable company asset. Employees are the company's human resources are very valuable, and can assist in achieving corporate objectives.

## **6. Suggestion**

For an employee can perform basic tasks and functions in the managerial oversight of the organizational units / administration cultivated, then coaching is used for the benefit of the program in achieving the goals set. To improve the quality of human resources leadership should provide discipline training to employees to achieve the purpose of the organization, so that employee satisfaction to the good results can be achieved. Employee Performance can be enhanced through the availability of information quickly and accurately so that employees can perform their duties and functions in accordance with a predetermined time so that organizational goals can be achieved.

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